



## Guided Practice 9B

# Deduction Reporting: Common Errors and Exceptions

April 24, 2017

In this guided practice you will learn how to:

- Interpret and fix the most common errors
- Interpret and fix the most common exceptions

This guided practice assumes you already know how to:

- [Log in](#) to MyTRS
- [Navigate the Deduction Report Editor](#)

For additional information and troubleshooting, please contact your district's assigned ESU Representative or [EmpSup@trb.state.ma.us](mailto:EmpSup@trb.state.ma.us)

## The Exception Report

The exception report is a list of members that have errors and/or exceptions within the deduction report. All errors must be corrected before submitting the deduction report to MTRS. Exceptions do not prevent the file from being successfully submitted to MTRS, but they still need to be investigated.

See Page 2 of Guided Practice 9A: [Navigating the Deduction Report Editor](#) if you are not familiar with how to run the exception report.

## Interpreting the Most Common Error Messages

A deduction report cannot be submitted with error messages. Each one needs to be evaluated and addressed prior to submitting the report to the MTRS.

- Error: Base earnings do not match salary, based on the FTE and Pay Frequency reported. Please ensure those fields are correct. If they are, please use a SC Correction Code.**

**Meaning:** The earnings reported in the “Base” field are either **higher** or **lower** than expected based on the following fields:

- **annual salary**
- **pay frequency**
- **FTE%**

### Resolution:

- Confirm the value in the “Base” field is correct and contains only base pay. If the “Base” field contains any retro, coaching, longevity or ineligible earnings, subtract these earnings from the “Base” field and enter the value into the appropriately labelled field.

	Base	Coach	Retro	Long	Stipend	Premium	Ineligible
<b>a</b>	2,298.19	0	0	0	0	0	0

- Confirm the annual salary being reported in the “Salary” field is the full-time, non-adjusted annual salary from the step and scale schedule in the contract (or from the individual contract if applicable). If it is incorrect, enter the proper value in the “Salary” field. Please also update this information in your payroll software.

FTE%	FTE Code	Salary	Position	ContrTerm	Pay Freq
100	▼	<b>b</b> 59,752	Librarian ▼	10 ▼	26 ▼

*if an employee has their pay prorated due to starting after the start of the school year, or has gone out on an extended leave, please make sure the full-time equivalent salary is reported, and not the prorated salary.*

- c. Confirm the correct FT% is entered in the “FTE%” field. If it is incorrect, enter the proper value in the “FTE%” field. Please also update this information in your payroll software.

FTE%	FTE Code	Salary	Position	ContrTerm	Pay Freq
<b>c</b> 100		59,752	Librarian	10	26

- d. Confirm the value in the “Pay Freq” field is the correct pay frequency. If it is incorrect, enter the proper value in the “Pay Freq” field. Please also update this information in your payroll software.

FTE%	FTE Code	Salary	Position	ContrTerm	Pay Freq
100		59,752	Librarian	10	26 <b>d</b>

- e. Click the **Apply** button.

**e**
Save
Apply
Cancel

Trans#: 6736056

Type: Deduction Report

Identifier: 06-2010 Deduction Report

Report Status Override: Yes

View Summary
Except. Report
Error Summary

- i. If the Caution Sign icon ( ) next to the member in question goes away, the error has been corrected and you can move on to the next record/person on the deduction report. Please do not keep changing the information just to get the caution sign to go away. The information being reported must be correct.
- ii. If the Caution Sign icon ( ) next to the member in question does not go away, it's possible there are other errors or exceptions associated with the record or the base to salary error has not been resolved. You may have to use a [Service Correction code](#) to resolve the error.

- If the “Base” is higher, it could be due to one of the following:

- Additional earnings included in the Base field (e.g. Coaching, Stipend, Longevity or Retro pay).

Remove additional earnings from the base field and move them to their respective field.

- Pay has been prorated / recalculated due to:
  - Starting year late (use the Mid-Year Hire code)
  - FT% change (use the Mid-Year Hire code)
  - Salary increase (use the Salary Change Mid Period code)
  - Leaving district (use the Mid-Year Termination code)

- If the “Base” is lower, it could be due to one of the following:

- One or two unpaid days due to not having enough sick / personal time (Use the Unpaid Admin Leave code).

- Pay has been prorated / recalculated pay due to:
  - Extended unpaid leaves (use the Prorated Leave code)
  - Return from extended unpaid leaves (Use the Return from Leave Code)

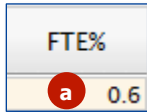
*Employees with extended unpaid leave must have their events updated in the **View/Update Employee Information** section of MyTRS.*

## 2. Error: Full-time percentage reported isn't valid

**Meaning:** The value in the FTE% field is not between 0-100.

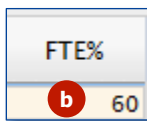
**Resolution:**

- a. Check the value in the FTE% field in the deduction report. The FTE% should be represented as a percentage, not the decimal equivalent.



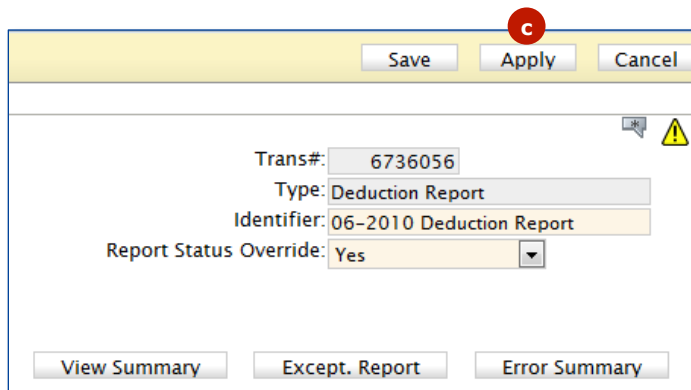
FTE%
0.6

- b. Change the FTE% to the proper percentage. E.g. 60% should be reported as 60, not .60. 100% should be reported as 100.



FTE%
60

- c. Click the **Apply** button.



Save Apply Cancel

Trans#: 6736056

Type: Deduction Report

Identifier: 06-2010 Deduction Report

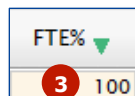
Report Status Override: Yes

View Summary Except. Report Error Summary

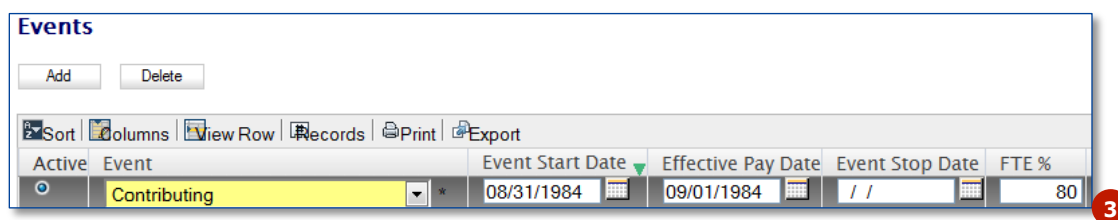
3. **Error: Full-time percentage does not match the current % on the member record in out system. Note: Either correct the value or certify that this change is correct by choosing the FTE% correction code.**

**Meaning:** The value in the FTE% field on the deduction report does not match the value in the FTE% field in the member's employment record in the MTRS database.

The FTE% in the deduction report:

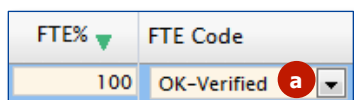


The FTE% in the member's employment record:

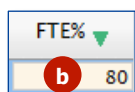


#### Resolution:

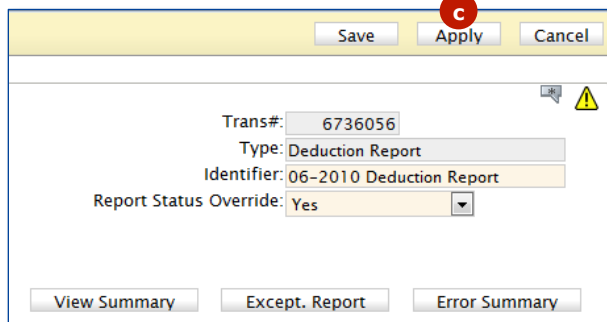
- a. **If the FTE% in the deduction report is correct**, choose "Ok- Verified" from the FTE% Code drop down list.



- b. **If the FTE% in the deduction report is not correct**, enter the proper value in the FTE% field (as a whole number). Please also update this information in your payroll software.



- c. Click the **Apply** button.



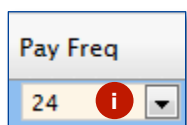
4. **Error: The pay frequency reported does not exist on your Payroll Calendar. Please either correct the pay frequency or update your payroll calendar.**

**Meaning:** You have not yet created a payroll calendar for the pay frequency being reported.

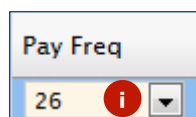
**Resolution:** Check the pay frequency value being reported in the deduction report. Ensure it is the proper pay frequency for the member. If the member started the school year late, this value should be the **pay schedule the member is actually being paid on** and **not** the number of checks the member will receive.

- a. If the **pay frequency is incorrect**, update it to the correct one.

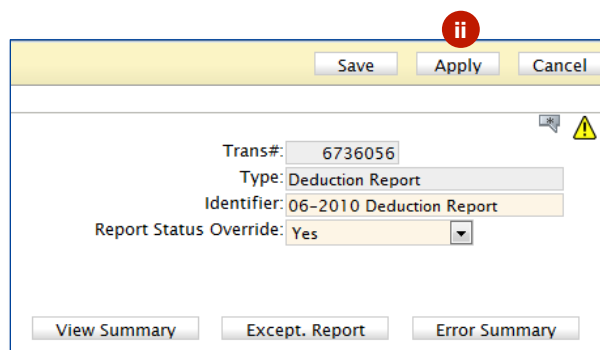
- i. **Incorrect**



- Correct**

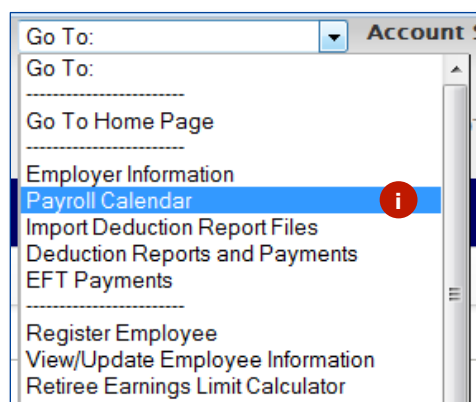


- ii. Click the **Apply** button.



- b. If the **pay frequency is correct**, close the deduction report after clicking the **Apply** button.

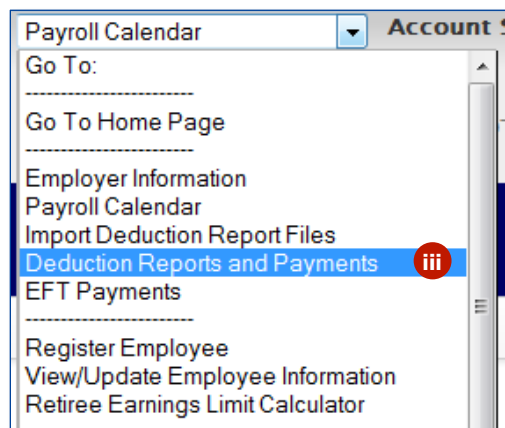
- i. Choose "Payroll Calendar" from the drop down list at the top of the screen.



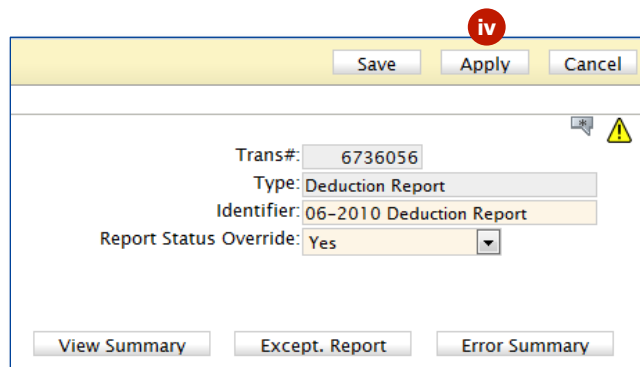
- ii. Create and save the Payroll Calendar that is needed

See the [Payroll Calendar Guided Practice](#) or [Training Video](#) for directions if needed.

- iii. Choose “Deduction Reports and Payments” from the drop down list at the top of the screen.



- iv. Open the deduction report and click the **Apply** button.





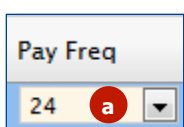
5. **Error: Pay date cannot be found on your district payroll calendar for this pay frequency. Please update your calendar.**

**Meaning:** The pay date on the record(s) in the deduction report is not on the calendar for the pay frequency reported on the deduction report.

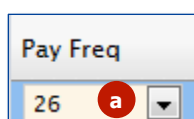
**Resolution:** Check the pay frequency reported on the deduction report and ensure it is the correct pay frequency for the member. If the member started the year late, this value should be the **pay schedule the member is actually being paid on** and **not** the number of checks the member will receive.

- a. **If the pay frequency is incorrect**, update it to the correct value:

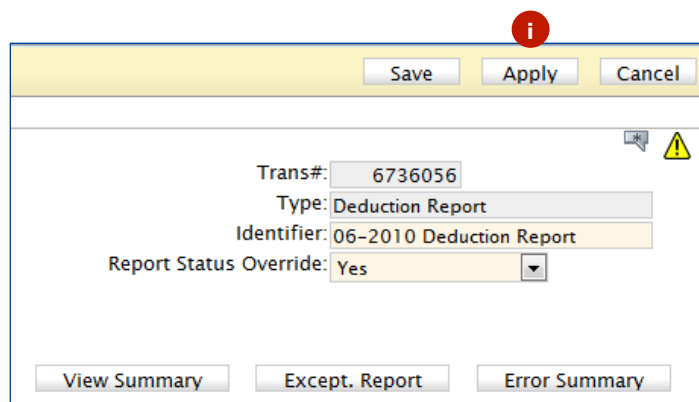
Incorrect



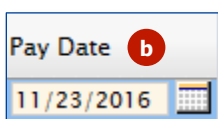
Correct



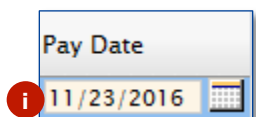
- i. Click the **Apply** button.



- b. **If the pay frequency is correct**, verify the pay date for the record(s) in question.



- i. **If the pay date is incorrect**, please correct it.



- Click the **Apply** button.

A screenshot of a software window titled "Deduction Report". At the top, there are three buttons: "Save", "Apply", and "Cancel". Below these, there is a red circle with a white "i" (information icon) and a yellow triangle with a black exclamation mark (warning icon). The form contains the following fields:

- Trans#: 6736056
- Type: Deduction Report
- Identifier: 06-2010 Deduction Report
- Report Status Override: Yes (with a dropdown arrow)

At the bottom of the form, there are three buttons: "View Summary", "Except. Report", and "Error Summary".

- ii. If the **pay date is correct** and is on the pay schedule as a regularly scheduled pay date (meaning it's not a one-off manual check run), close the deduction report after clicking the **Apply** button.

- Choose "Payroll Calendar" from the drop down list at the top of the screen.

A screenshot of a "Go To:" dropdown menu. The menu is open, showing a list of options. The option "Payroll Calendar" is highlighted in blue. A red circle with a white "ii" is next to the "Payroll Calendar" option. The other options in the menu are:

- Go To:
- Go To Home Page
- Employer Information
- Payroll Calendar
- Import Deduction Report Files
- Deduction Reports and Payments
- EFT Payments
- Register Employee
- View/Update Employee Information
- Retiree Earnings Limit Calculator

- Choose the proper Pay Frequency from the drop down list.

A screenshot of the "Payroll Calendar" form. It has two dropdown menus: "Pay Frequency:" and "Payroll Period:". The "Pay Frequency:" dropdown is open, showing a list of options. The option "26-Bi-Weekly" is highlighted in blue. A red circle with a white "ii" is next to the "26-Bi-Weekly" option. The other options in the dropdown are:

- 10-Monthly
- 12-Monthly
- 20-Semi-Monthly
- 24-Semi-Monthly
- 21-Bi-Weekly
- 22-Bi-Weekly
- 23-Bi-Weekly
- 25-Bi-Weekly
- 26-Bi-Weekly
- 27-Bi-Weekly
- 37-Weekly
- 38-Weekly
- 40-Weekly
- 41-Weekly
- 42-Weekly
- 43-Weekly
- 44-Weekly
- 52-Weekly
- 53-Weekly

Scroll down to where the date in question should be located. In this example, we are looking for the pay date of 11/23/2016. This date is not on the calendar, which is causing the error.

**Payroll Cycles**

Add Pay Date Delete Generate

Sort Columns View Row Records Print Export

Active	Select	Pay Date	Summer Pay Date
<input type="radio"/>	<input type="checkbox"/>	01/04/2016	*
<input type="radio"/>	<input type="checkbox"/>	01/18/2016	*
<input type="radio"/>	<input type="checkbox"/>	02/01/2016	*
<input type="radio"/>	<input type="checkbox"/>	02/15/2016	*
<input type="radio"/>	<input type="checkbox"/>	02/29/2016	*
<input type="radio"/>	<input type="checkbox"/>	03/14/2016	*
<input type="radio"/>	<input type="checkbox"/>	03/28/2016	*
<input type="radio"/>	<input type="checkbox"/>	04/11/2016	*
<input type="radio"/>	<input type="checkbox"/>	04/25/2016	*
<input type="radio"/>	<input type="checkbox"/>	05/09/2016	*
<input type="radio"/>	<input type="checkbox"/>	05/23/2016	*
<input type="radio"/>	<input type="checkbox"/>	06/06/2016	*
<input type="radio"/>	<input type="checkbox"/>	06/20/2016	*
<input type="radio"/>	<input type="checkbox"/>	07/04/2016	*
<input type="radio"/>	<input type="checkbox"/>	07/18/2016	*
<input type="radio"/>	<input type="checkbox"/>	08/01/2016	*
<input type="radio"/>	<input type="checkbox"/>	08/15/2016	*
<input type="radio"/>	<input type="checkbox"/>	08/29/2016	*
<input type="radio"/>	<input type="checkbox"/>	09/12/2016	*
<input type="radio"/>	<input type="checkbox"/>	09/26/2016	*
<input type="radio"/>	<input type="checkbox"/>	10/10/2016	*
<input type="radio"/>	<input type="checkbox"/>	10/24/2016	*
<input type="radio"/>	<input type="checkbox"/>	11/07/2016	*
<input checked="" type="radio"/>	<input type="checkbox"/>	11/24/2016	*
<input type="radio"/>	<input type="checkbox"/>	12/08/2016	*
<input type="radio"/>	<input type="checkbox"/>	12/22/2016	*

The regularly scheduled pay date of 11/24/2016 happens to be Thanksgiving and checks were therefore issued the day before on 11/23/2016.

- Manually change the date to “11/23/2016” from “11/24/2016”.

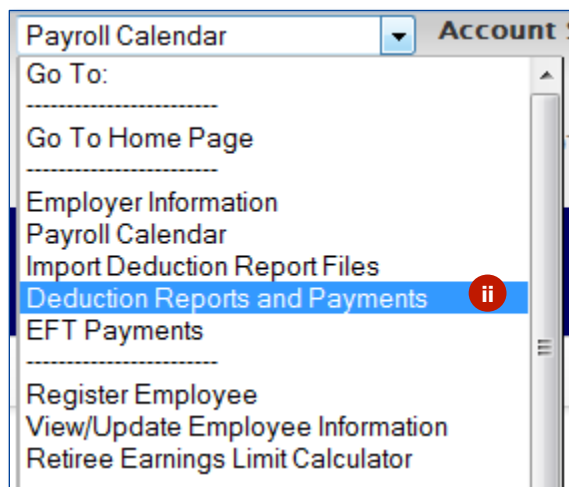
<input checked="" type="radio"/>	<input type="checkbox"/>	11/24/2016		*	<input type="checkbox"/>
----------------------------------	--------------------------	------------	--	---	--------------------------

- Click the **Save** button.

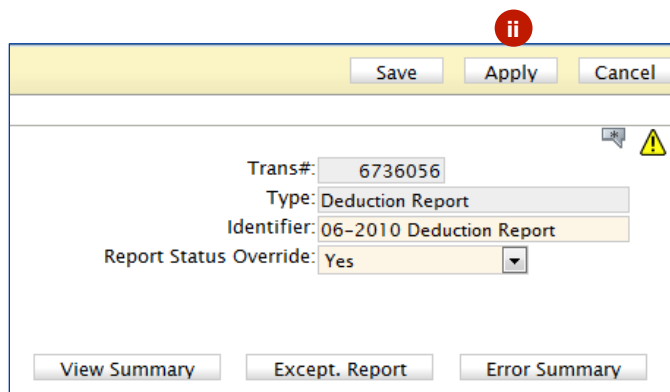
<input checked="" type="radio"/>	<input type="checkbox"/>	11/23/2016		*	<input type="checkbox"/>
<input type="radio"/>	<input type="checkbox"/>	12/08/2016		*	<input type="checkbox"/>
<input type="radio"/>	<input type="checkbox"/>	12/22/2016		*	<input type="checkbox"/>

See the [Payroll Calendar Guided Practice](#) or [Training Video](#) for directions if needed.

- Choose “Deduction Reports and Payments” from the drop down list in the top of the screen.



- Open the deduction report and click the **Apply** button.



## 6. Error: Pay duration and pay frequency are not a valid combination.

**Meaning:** Either the pay duration or the pay frequency value is not correct in the deduction report.

**Resolution:** Check the values in the pay duration and the pay frequency fields.

- a. Correct the value(s) that is incorrect and also update this information in your payroll software.

ContrTerm	Pay Freq	Pay Dur
10	26 <b>a</b>	10 <b>a</b>

*If the member is on the **26 or 52 pay frequency**, the pay duration can only be 12 or LS. Choose LS if the member is going to receive a lump sum payment at the end of the school year. If the member is going to be paid throughout the summer, choose 12.*

*If the member is on the **21, 22, 41 or 42 pay frequency**, the only valid pay duration option is 10 since they will not be paid throughout the summer and will not receive a lump sum at the end of the school year.*

- b. Click the **Apply** button.

Save
Apply **b**
Cancel

Trans#: 6736056

Type: Deduction Report

Identifier: 06-2010 Deduction Report

Report Status Override: Yes

View Summary
Except. Report
Error Summary

## Interpreting the Most Common Exception Messages

A deduction report can be submitted with exceptions; however, each exception message needs to be read and addressed. **Please do not skip over the exception messages.**

### 1. Exception: Member not Enrolled

**Meaning:** The member has not completed the online enrollment process as of the time the exception report was run.

**Resolution:** Contact the member and ask them to complete the online enrollment process. You will need to provide them with their Enrollment Assignment sheet or their member number in addition to the "[Enrollment Directions and Tips](#)" document.

### 2. Exception: Potential rate error: MTRS rate X%, School rate Y%.

**Meaning:** The MTRS believes the member should be deducted at X% while the school has the member set up at a different rate, represented by Y%.

**Resolution:**

- a. If the **school rate is a valid deduction rate**, you will do nothing at this time. MTRS will research the member's rate and will notify you and the member if the rate needs to be changed.

*Valid deduction rates are 5%, 7%, 8%, 9% and 11%*

- b. If the **school rate is not a valid deduction rate (e.g. 13.62%, 7.74%, etc):**
  - i. Confirm all eligible earnings are listed in the appropriate fields on the deduction report. If any **earnings are missing**, add them to the deduction report in the appropriate field and click **Apply** to see if the exception message goes away.
  - ii. If the **earnings are reported correctly:**
    - If **deductions were taken on ineligible earnings**, calculate the over-deduction and **add a comment** stating what happened and when the member will have the ineligible deductions reversed through payroll.

E.g. Sally Smith was paid \$453.92 for hourly tutoring which is not eligible. Payroll accidentally took deductions on these ineligible earnings causing this exception message. The deductions taken in error will need to be reversed to the member through payroll in a future pay date.
    - If **you failed to take deductions on eligible earnings**, calculate the deductions owed; add a comment stating what happened and when you will be collecting the owed deduction amount through payroll.

E.g. John Smith was paid \$4500 for coaching but payroll failed to take deductions on these eligible earnings, causing this exception message. Deductions will need to be collected for these eligible coaching earnings through payroll.

- **If additional deductions were taken or refunded to the member to correct an error in a prior month**, enter a separate [adjustment record](#). Add a comment to the report explaining why the adjustment was made.

E.g. Steve Smith had deductions taken on ineligible earnings in a prior month and payroll reversed deductions back to him in the current month, causing this exception message. You would report the deduction adjustment in a separate adjustment record.

### 3. Exception: 2% deduction taken in error.

**Meaning:** The MTRS believes the member is at a deduction rate that is not subject to the additional 2% deduction.

**Resolution:**

- Check to see if there is another exception message for the same member for the same pay date. **If the member also has an exception message saying “Exception: Potential rate error: MTRS rate 11% School rate 9%”,** you would want to **consider these two exception messages together**. The school believes the member’s deduction rate is 9% + 2% which is why the school is taking the 2% deduction. This exception message displays because MTRS believes that the member’s rate is 11% and is therefore not expecting a 2% deduction. As long as you see these two exception messages together, you will **do nothing at this time**. MTRS will research the member’s rate.
- If you see **ONLY** this exception message without the additional exception message regarding the regular deduction rate, you will want to check your payroll system to see why the additional 2% deduction is being taken when it appears it is not required. If payroll is taking a deduction rate of 11%, no additional 2% is required. Please turn off this deduction in your payroll software and calculate the ineligible 2% owed to the member. Add a comment to the deduction report explaining how much of a refund the member is owed and when the deduction reversal will be processed through payroll

### 4. Exception: Member’s rate and R+ status are on hold.

**Meaning:** This message typically means that the member has transferred service from another retirement board and MTRS is awaiting the transfer and R+ election to be made. Once the member’s R+ election form has been submitted, or the submission deadline has passed without an election, the member’s rate and R+ status will be taken off hold.

**Resolution:** No action needs to be taken on this exception message.

**5. Exception: Combination of Member name and SSN does not match the data in our system.**

**Meaning:** The values in the “Reported Last Name”, “Reported First Name” and “Reported Middle Name” fields do not match the value in the “Name” field.

In this example, the value in the “Reported Last Name” field (Jones) doesn’t match the value of the last name in the “Name” field (Apple).

Name	Reported Last Name	Reported First Name	Reported Middle Name
5 APPLE, AMY	JONES 5	AMY 5	

*The values in the “Reported Last Name”, “Reported First Name”, “Reported Middle Name”, “Reported Suffix” fields are coming from your payroll software. The value in the “Name” field is coming from the MTRS database based on the SSN provided in the deduction report.*

**Resolution:**

- If the information in all of the “Reported” name fields is correct**, you do not need to do anything. Once the deduction report is released, the member’s name will be updated in the MTRS database.
- If the information in all of the “Reported” name fields is not correct**, update it in the deduction report and also in your payroll software.
- If the information in the “Reported” name fields is for a different person**, please call the MTRS to help rectify the situation.



## Missing Members

At the end of the Exception Report is a section entitled “Missing Members”. If there are any members listed in this section, you need to address the issue before submitting the deduction report to the MTRS. If someone is listed in this section, it means the member is listed as an active employee of your school, but does not have any records in the deduction report with a “RecType” of “Normal”.

1. Check the name and date for which the member is missing.

<b>Missing Members:</b>	
<b>1</b>	<b>1</b>
Missing a record for : Biology, Beth, XXX-XX-0008, Pay Date 12/08/2016. Note: If this person has taken a leave of absence, please update their event	
Missing a record for : Biology, Beth, XXX-XX-0008, Pay Date 12/22/2016. Note: If this person has taken a leave of absence, please update their event	

In this example, Beth Biology is missing a record on 12/08/16 and 12/22/16.

2. Check your payroll software to see if the member was actually paid on each of those dates.
  - a. If the **member was paid on the dates listed**, please check to see if MTRS deductions were taken.
    - i. If **MTRS deductions were taken**, please ascertain why the member was not included in the deduction report; make any necessary changes in your payroll software, and then [manually add](#) the records to the report.
    - ii. If **MTRS deductions were not taken** and the member was MTRS eligible for the pay dates listed:
      - Update your payroll software to turn on the MTRS deductions so the required deductions are collected on the member's remaining checks.
      - Manually add a record(s) to the report and enter a regular deduction of \$.01.
      - Add a comment to the report detailing the error and the deduction amount owed. Notify the member of the error and contact MTRS to discuss collection of the makeup deductions.
    - iii. If **MTRS deductions were not supposed to be taken** because it has been determined the member was not MTRS eligible for the pay dates listed, update the “Effective Pay Date” field to the proper pay date on their Contributing event in the View/Update Employee information section of MyTRS.

- 
- b. If the **member was not paid on the dates listed**, check to see why they were missed.
    - i. **If the member no longer works for your school**, or declined the position after you registered them, [terminate](#) the member.
    - ii. **If the member is on an unpaid leave of absence**, create the LOA event in the member's account.
    - iii. **If the member was accidentally left off of payroll**, add a comment to the report stating this and note when the makeup check and deductions will be processed.